1G Needs are Student Needs

DUKE UNIVERSITY LIBRARIES

1G Needs are Student Needs

Emily Daly, Head of Assessment & User Experience

Duke University Libraries

Slides: **bit.ly/ARL-LAC-1G**

Report: **dukespace.lib.duke.edu/dspace/handle/10161/17144**

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BACKGROUND

The inspiration for this study

- Reviewed **2015 COFHE Enrolled Student Survey** findings
- Noticed disparities in responses across **user groups**
- Wanted to know more about **underrepresented minority groups**
- Included this study in assessment goals we report to the University

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METHODOLOGY

Developing the study

Formed team

Five staff members, including one who was a 1G student

Reviewed literature

Researched what other universities and libraries are doing in this area

Scanned environment

Learned more about 1G students at Duke and the support services in place

Experiences on campus

- What are 1G students' experiences at Duke, broadly speaking?

- What services and people help 1G students acclimate to Duke?

- What do 1G students find particularly challenging?

Experiences with the library

- Have students used the Libraries? If so, how?

- What works well?

- What does not?

- How do the Duke Libraries compare with libraries students used before coming to Duke?

STUDY DESIGN

Fall Focus Groups

- 2-6 students per group
- 4 mixed groups of sophomores, juniors, seniors

Spring Focus Groups

- 3-5 students per group
- 2 groups of first-year students in their second semesters at Duke

Student Survey

- Designed biennial user satisfaction survey so we could compare results between 1G and continuing generation students

RECRUITMENT

Direct emails

Worked with IR and the Office of A&O

Post to 1G listserv

➢ Soph, Jr, Sr 1Gs
➢ First-year 1Gs

Dear [First name],

We need your help. We (the staff at Duke University Libraries) are trying to better understand the unique needs of the students we serve, beginning with a focus on first-generation college students. Your input will help us improve library services, spaces, and resources to better meet your needs.

Would you be willing to participate in a focus group at the library with 3-6 other first-generation college students? Once we have a list of potential participants, we will schedule the discussion at a time (likely before Fall Break) that works best for the majority of volunteers. The focus group will last 90 minutes and will include a catered lunch or dinner. We understand that you might not be able to participate once the exact date and time are set, and that's OK -- just let us know if you are interested!

If you are interested in participating, please RSVP by the end of day Tuesday, September 12th. Feel free to let me know if you have any questions or concerns.

RSVP now

Yes, I would like to participate in a focus group

No, I do not want to participate in a focus group

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FOCUS GROUPS & SURVEY

Sample questions and format

Discussion questions

Warm-up (5 min)	1. Brief intro from moderator 2. Brief intros from participants: Name and hometown. *End brief intros with more info from the moderator or note taker to model openness and vulnerability.* 3. POST-IT: Think about the people, services, or spaces you feel are most supportive and safe at Duke. Take a moment to write these down, one idea per post-it. We'll be discussing these later but not posting them anywhere.

First year experience	1. SCRATCH PAPER: What did you find easiest about your first semester (or year) at Duke? Take a moment to write your thoughts on the blank paper in front of you; then we'll discuss as a group. 2. SCRATCH PAPER: What did you find most challenging during your first semester (or year) at Duke? Take a moment to write your thoughts on the blank paper in front of you; then we'll discuss as a group.
Belonging – self perception	1. What has made you feel welcome at Duke? 2. What has made you feel unwelcome at Duke? 3. What makes the people, services, or spaces that you just wrote out on post-its particularly safe and supportive?
Informed – self perception and reflection (college)	1. Have you ever felt like other people around you know things about college that you don't know about? 2. If so, what are some of the things others seemed to know about that you did not?
Info seeking	1. Since you've been at Duke, what do you do if you have questions or concerns about college? 2. Is there a person, group, office, or place you usually go to? 3. If so, describe this person, group, office, or place and a time you went to that person or place for help.
Library – experience and first reaction	1. POST-IT: What words or feelings come to mind when you think about the libraries at Duke? *Take a moment to write these down, one idea per post-it. We'll be discussing these later but not posting them anywhere.* 2. Have you used the libraries at Duke? If so, describe how you

SURVEY

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
The library is an important part of my experience at Duke	O	O	O	O	O
I find the Duke Libraries website easy to use	O	O	O	O	O
I get confused trying to find my way around the library	O	O	O	O	O
For me, the library is a welcoming place	O	O	O	O	O
Library staff are helpful	O	O	O	O	O
I need to locate and use print books, maps, or journals at the library for my research or coursework	O	O	O	O	O
I am confident in my ability to use library resources	O	O	O	O	O
I prefer eBooks to print books	O	O	O	O	O
I have successfully used the library / library website to find research articles and books for class assignments	O	O	O	O	O
I am unsure about how to begin my research on a paper or project for a class	O	O	O	O	O

SURVEY

A "safe space" is a place in which people can feel safe from discrimination, harassment, and any other emotional or physical harm.

Based on your experience, to what extent is **Duke University** a safe space?

1 = *I strongly disagree* that Duke University is a safe space; 5 = *I strongly agree* that Duke University is a safe space.

1 (Strongly disagree)	2	3	4	5 (Strongly agree)

Based on your experience, to what extent are the **Duke University Libraries** a safe space?

1 = *I strongly disagree* that Duke Libraries are a safe space; 5 = *I strongly agree* that Duke Libraries are a safe space.

1 (Strongly disagree)	2	3	4	5 (Strongly agree)

Please describe your response and your experience with the **Duke University Libraries** in this context. What are your ideas for making Duke Libraries more of a safe space?

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FINDINGS

Focus groups

SUMMARY

General findings

- Students perceive a dearth of information capital
- An ecosystem of supportive offices on campus is critical
- Finances are stressful, and the cost of textbooks are a special pain point

Library findings

- It is not always straightforward to find existing resources
- Getting help from experts is important, but difficult
- Checking out books using call numbers is daunting

"When I first came here, I was just so shocked by how everybody else knew how to succeed in college level classes."

"Who told you that? Have you been told your whole life you have to do this? Was there an info session I missed?"

"You have the pressure of pretending 'I'm okay.' My parents are so proud of me that I can't tell them what's really going on."

"

"The assumption is that we've been in libraries before. They [library staff] were helpful after I admitted I didn't know my way around."

"A lot of times, the librarian – and it's not their fault – will be like, 'It's in the PM section, just look at the little code thing.' And I say, 'I don't know what the code thing is.' And they say, 'Just follow the code and you'll find it.' So then I spend a really long time looking for it."

"*There's definitely a mentality that exists at Duke that middle class is poor and lower class is even worse.*"

"*Just because you go to Duke doesn't mean you can afford to live at Duke all the time.*"

" '*Oh, you're smart for a first generation student. I never would have known.*' "

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FINDINGS
Survey

650

1G students at Duke
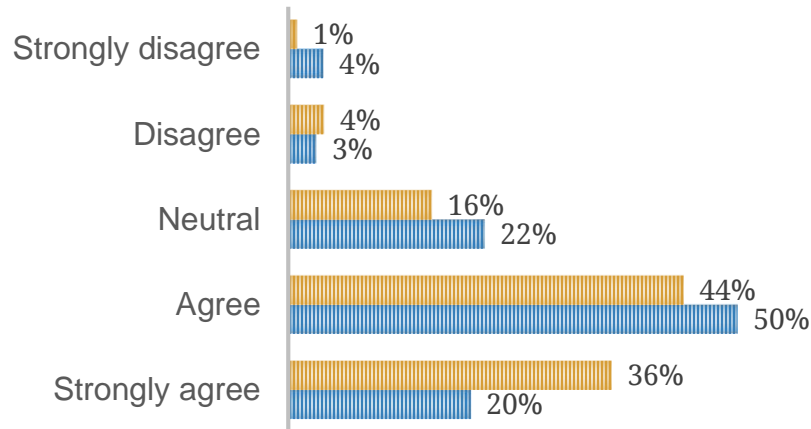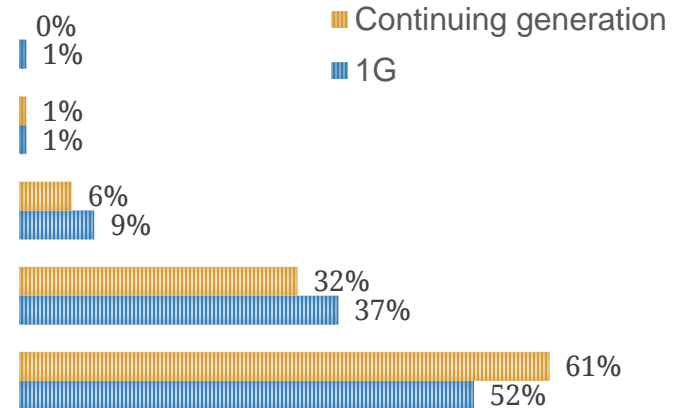
128

1G survey respondents

20%

Responded to survey

Duke / the Libraries are a safe space
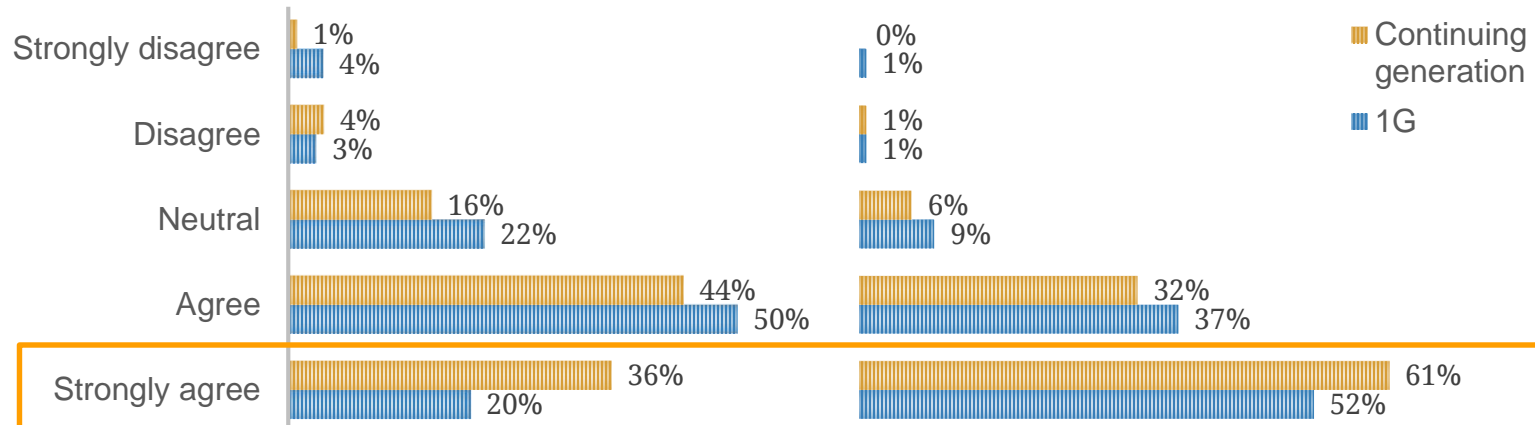
DUKE UNIVERSITY

DUKE LIBRARIES

Continuing generation
1G

Strongly disagree
- Continuing generation: 1%
- 1G: 4%
- Libraries Continuing generation: 0%
- Libraries 1G: 1%

Disagree
- Continuing generation: 4%
- 1G: 3%
- Libraries Continuing generation: 1%
- Libraries 1G: 1%

Neutral
- Continuing generation: 16%
- 1G: 22%
- Libraries Continuing generation: 6%
- Libraries 1G: 9%

Agree
- Continuing generation: 44%
- 1G: 50%
- Libraries Continuing generation: 32%
- Libraries 1G: 37%

Strongly agree
- Continuing generation: 36%
- 1G: 20%
- Libraries Continuing generation: 61%
- Libraries 1G: 52%

Duke / the Libraries are a safe space

DUKE UNIVERSITY

DUKE LIBRARIES

Continuing generation

1G

Strongly disagree
- DUKE UNIVERSITY: 1% (Continuing generation), 4% (1G)
- DUKE LIBRARIES: 0% (Continuing generation), 1% (1G)

Disagree
- DUKE UNIVERSITY: 4% (Continuing generation), 3% (1G)
- DUKE LIBRARIES: 1% (Continuing generation), 1% (1G)

Neutral
- DUKE UNIVERSITY: 16% (Continuing generation), 22% (1G)
- DUKE LIBRARIES: 6% (Continuing generation), 9% (1G)

Agree
- DUKE UNIVERSITY: 44% (Continuing generation), 50% (1G)
- DUKE LIBRARIES: 32% (Continuing generation), 37% (1G)

Strongly agree
- DUKE UNIVERSITY: 36% (Continuing generation), 20% (1G)
- DUKE LIBRARIES: 61% (Continuing generation), 52% (1G)

"*Making Duke Libraries a safe space is a task for those who visit the library. While the staff and building itself are a 'safe space', the conversations that can be overheard in the library by other students/patrons are not always the most welcoming or inclusive. It will take an effort on the part of everyone and a campaign to raise awareness about the need for inclusivity and sensitivity to make the library a truly safe space on campus.*"

"

"The libraries are the only place where I can find scholarship on native people around the world, and it was the only place where I have ever found a book about my mother's tribe. Outside of the library, and except for the Native American Student Alliance, I have never experienced legitimate validation of my indigenous identity and my family's history. I have also never known an indigenous professor at Duke, or seen a fully accurate class on native history."
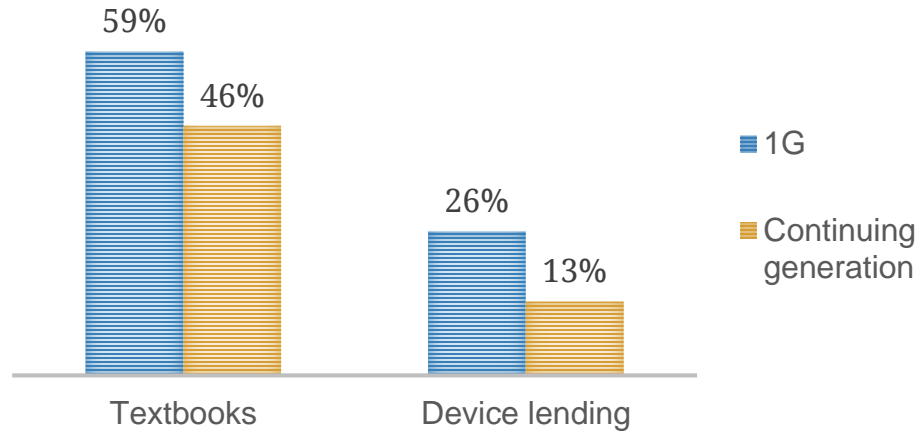
"I generally do not feel unsafe at libraries, but there are certain cases when people of a particular ethnicity or group tend to congregate in specific areas in the libraries which make one individual studying there along feel out of place."

"The library is a place mostly free of student groupings. I can study anywhere and feel welcomed and comfortable. To that extent I view it as a safe space."

How much would the following improve your library experience?

"A LOT"

59%

46%

26%

13%

Textbooks

Device lending

1G

Continuing generation

SURVEY

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
The library is an important part of my experience at Duke	O	O	O	O	O
I find the Duke Libraries website easy to use	O	O	O	O	O
I get confused trying to find my way around the library	O	O	O	O	O
For me, the library is a welcoming place	O	O	O	O	O
Library staff are helpful	O	O	O	O	O
I need to locate and use print books, maps, or journals at the library for my research or coursework	O	O	O	O	O
I am confident in my ability to use library resources	O	O	O	O	O
I prefer eBooks to print books	O	O	O	O	O
I have successfully used the library / library website to find research articles and books for class assignments	O	O	O	O	O
I am unsure about how to begin my research on a paper or project for a class	O	O	O	O	O

The library is an important part of my experience at Duke

	1G	Continuing generation
1 (Strongly agree)	40%	50%
2	45%	30%
3	9%	12%
4	5%	6%
5 (Strongly disagree)	2%	2%

1G needs are student needs

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ACTING ON WHAT WE LEARNED

What's done & what's to come

RECOMMENDATIONS

- Expand **textbook loaning** program – and advertise it!
- Designate a **1G Student Success Librarian**
- Promote library services to 1G students during **pre-orientation sessions**
- Develop **workshops** for 1G students
- Develop a **peer research mentor** program
- Send **letters home to 1G parents** to describe library services and programs

RECOMMENDATIONS

- Recruit 1G students to Libraries' **advisory boards**
- Advertise **student library jobs** on the 1G listserv
- Develop guidelines for staff and students who **assist users at the Service Desk**
- **Collaborate** with campus units

- Charged a **1G Implementation Team**
- Prioritizes recommendations
- Collaborates with colleagues to improve services and do outreach

SUCCESS!

- 1G Librarian
- Campus collaborations
- Involvement in 1G summer program
- Letter to 1G families
- More robust Textbooks on Reserve Program
- Effort to make Service Desk staff more approachable
- Increased marketing and outreach
- Proposals to hire a Student Success Librarian

Emily Daly, Head of Assessment & User Experience
emily.daly@duke.edu

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